SHARK Collection Phase

From	То
Sharon Lin/R9/USEPA/US	ckneiblher@geosyntec.com carolyn kneibhler,
CC	BCC
Subject	Date/Time
Fw: united heckathorn quickplace access	02/04/2009 12:50 PM

Item Body

more to follow after matt gets more details.

sharon

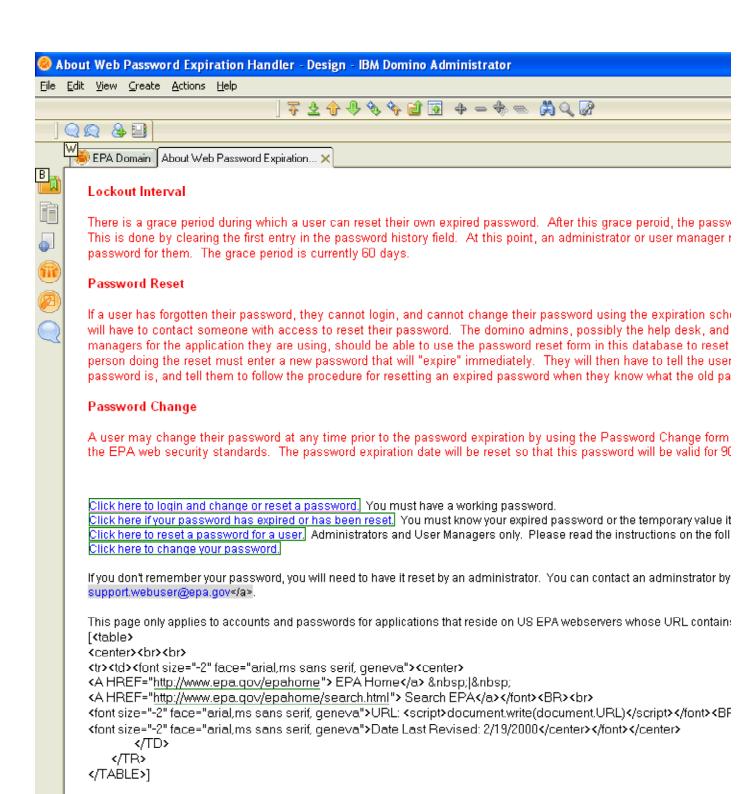
----- Forwarded by Sharon Lin/R9/USEPA/US on 02/04/09 12:49 PM -----

From: Matt Rogers/RTP/USEPA/US
To: Sharon Lin/R9/USEPA/US@EPA

Date: 02/04/09 12:09 PM

Subject: Re: Fw: united heckathorn quickplace access

A notification that an extranet users password is going to expire gets sent out according to what's in the 'web password expiration handler' database. I will check to see if the agent that is responsible for taking care of this is functioning properly but I haven't had anyone call in about it. However, a lot of external folks will just call in to have their EPA extranet password reset so I have no way of knowing if it is due to them forgetting or thinking they forgot because the notice wasn't sent out and it expired.



Matt Rogers National Notes Email & Quickplace Support CSC ITS-EPA Team Supporting the US Environmental Protection Agency Research Triangle Park, North Carolina 919-767-7450 Sharon Lin would you please look into this issue and let me... 02/04/2009 01:42:50 PM

From: Sharon Lin/R9/USEPA/US

Matt Rogers/RTP/USEPA/US@EPA To:

02/04/2009 01:42 PM Date:

Fw: united heckathorn quickplace access Subject:

would you please look into this issue and let me know? thanks.

---- Forwarded by Sharon Lin/R9/USEPA/US on 02/04/09 10:44 AM -----

From: <CKneiblher@Geosyntec.com> To: Sharon Lin/R9/USEPA/US@EPA

02/04/09 10:41 AM Date:

Subject: RE: united heckathorn quickplace access

Sharon,

I get no notice that my password is about to expire and I get no option to change it when I log in and it rejects me because my password has expired. Can EPA at least set up either a notice that our password is expiring or the option to change it if we try to log in after it has expired? Otherwise I am left trying to keep track of Matt's telephone number.

Carolyn Kneiblher, C.HG. **Geosyntec Consultants** Oakland, CA

From: Lin.Sharon@epamail.epa.gov [mailto:Lin.Sharon@epamail.epa.gov]

Sent: Wednesday, February 04, 2009 8:51 AM

To: Lyons.John@epamail.epa.gov; Lane.Jackie@epamail.epa.gov; Ross.Brian@epamail.epa.gov;

Black.Ned@epamail.epa.gov; julia.spahn@ch2m.com; tamara.frank@ch2m.com;

laurie.sullivan@noaa.gov; plee1@dtsc.ca.gov; janet_whitlock@fws.gov; Jyamamot@OSPR.DFG.CA.GOv; maxd@bcdc.ca.gov; jim.cannon@levinterminal.com; garyl@levinterminal.com; khoward@cwclaw.com; jkelly@montrosechemical.com; kim.lesniak@shell.com; karl.lytz@lw.com; john_henderson@fws.gov; rob.j.lawrence@spd02.usace.army.mil; echristian@waterboards.ca.gov; norman_chan@ci.richmond.ca.us; george.landreth@shell.com; Carolyn Kneiblher

Subject: united heckathorn guickplace access

Some of you folks expressed the Quickplace access issue (specifically regarding the password) at the Jan. 28's stakeholders' meeting. I looked into it with the EPA technical support. Unfortunately, the password have to be reset every 90 days. I was told that we could not override the system. sorry about the inconvenience.

Please contact Matt Rogers (919-767-7450) if you continue to experience any access issues. thanks.

Sharon Lin. P.E. Remedial Project Manager EPA Region 9 Superfund Division 75 Hawthorne Street (SFD-7-1) San Francisco, CA 94105 Tel: (415) 972-3446

E-mail: Lin.Sharon@epa.gov